



Sygnal Warranty Terms and Conditions

All goods which are the company's own are guaranteed against faulty workmanship, materials or design for a period of 12 months from the date of despatch, after which all liability on the part of the Company ceases, save:

a) Goods which are branded Sygnal, registered with Sygnal prior to the expiration of the standard 12 month warranty period, form part of the air conditioning unit and are used in a human comfort application. These goods are guaranteed against faulty workmanship, materials or design for a period of 60 months from the date of system commissioning or 72 months from the date of despatch which ever expires first.

The Guarantee does not apply in the following cases:

b) Defect arising from materials supplied by the Purchaser or from a design requested by the Purchaser.

c) Replacements or repairs resulting from normal wear of units and machinery, corrosive atmosphere, damage or injury caused by lack of care, insufficient inspection or maintenance, or improper use of the goods.

d) Failure attributable to fortuitous circumstances or "force majeure"

The guarantee consists of repairing, modifying or replacing the parts or units recognised as defective within the shortest time at the Company's premises at the Company's expense save parts that are branded Sygnal and form part of the air conditioner, these parts will be repaired at the installation location providing the location is within 100km from the Company's premises or the premises of an appointed Agent or Dealer. The guarantee is inclusive of parts and labour. Subject to the above, the Company's liability and that of its resellers is wholly limited to the original cost of the product sold. Any unauthorised repairs or alterations to the equipment shall invalidate this warranty. In case of goods not of the manufacture of the company or its principals, the Company undertakes that it will, if requested in writing by the Purchaser to obtain from the manufacturer the benefit of any guarantee or warranty which the manufacturer may have expressly given as to the quality or fitness for any purpose of the goods, except as may otherwise be provided for by law. The fulfilment of this undertaking shall constitute the Company's sole liability in respect of any faulty goods of the manufacture of the Company or its principals. Neither the reseller nor the Company shall be liable for any injury, damages, expenses, or loss of profit, direct or consequential, arising out of the use or installation of products supplied by the Company all of which are supplied at the sole risk of the user. This warranty is in addition to any statutory warranty which a Purchaser cannot waive but all other warranties are waived by the Purchaser.

Sygnal Ambient Intelligence has developed the most advanced direct expansion vapour compression air conditioning control system commercially available. A major advantage of this control system is that it limits disruptions to your work or social schedule by limiting the number of times a system needs to be physically accessed by a technician. The cumulative costs of additional access events over the life of a system is significant in time and money. Most systems are installed in a confined space and physical access comes with associated risks such as safety issues and damage to property. WHOS legislation in many jurisdictions requires a safety spotter for access in confined space or rooftop access. Sygnal Ambient Intelligence has developed a diagnostic system that dramatically reduces the need for access and by doing so reduces risk to the health of technicians, reduces risk of property damage, reduces disruption to your work, family or social life and reduces the overall cost of warranty and support cover for the life of the system. Sygnal Ambient Intelligence Pty. Ltd. have calculated the cost of warranty on this basis and require that each SAI system is connected to a network and has internet access. If you plan on installing a system that does not have network and internet access, please contact SAI to better understand the impact on warranty cover.

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Warranty Key Points in Large Print.

Sygnal HVAC systems used in human comfort applications are covered by a parts and labour on-site warranty as explained in detail later in this document. Sygnal is committed to making sure that our clients get years of trouble free operation from what we believe to be the world’s best residential concealed ducted air conditioning system. Like all warranty policies the Sygnal HVAC warranty provides peace of mind for clients and details the rights and responsibilities of Sygnal and the client.

HVAC systems like all machines require regular maintenance. If regular maintenance is not completed the system operation is compromised and although Sygnal systems have many safety systems built into their operation system longevity will be compromised. In most residential environments a single service per year completed in accordance with the programmed maintenance schedule is sufficient to ensure that system performance is not compromised, and warranty terms and conditions are met.

Sygnal tracks all activity relating to your system and all other systems no matter where they are installed. This allows us to make sure that all performance information is passed directly back to our Engineering Team so that Future Sygnal systems can continue to set a new standard in product reliability. Tracking all system activity also helps our Service Team identify any environmental factors, unusual activity or a repeat faults. To achieve the required level of tracking to provide peace of mind for our clients we require that all systems are registered on the Sygnal website within the first twelve months of operation. Immediately on completion of the online registration form a unique identifier will be sent to the nominated email address, your system warranty will be extended from twelve months to six years from date of manufacture or five years from date of installation (whichever expires first).

Sygnal Ambient Intelligence has developed a diagnostic system that dramatically reduces the need for access and by doing so reduces risk to the health of technicians, reduces risk of property damage, reduces disruption to your work, family or social life and reduces the overall cost of warranty and support cover for the life of the system. Sygnal Ambient Intelligence Pty. Ltd. have calculated the cost of warranty on this basis and require that each SAI system is connected to a network and has internet access. If you plan on installing a system that does not have network and internet access, please contact SAI to better understand the impact on warranty cover.

1. Register your system: <https://www.sygnal.com.au/register-your-system>
2. Keep your system well maintained (If a fault occurs due to lack of maintenance or would have been rectified sooner if noted during programmed maintenance your claim may be declined or reduced).
3. Be mindful of possible travel charges (is there an appointed service agent within 100km from your home?).
4. Be mindful of broader system components that are not unmanufactured by Sygnal and may have different warranty terms and conditions (This may include iPads, motorised dampers, three phase soft start modules, ductwork, diffusers and grilles).
5. Be mindful that in the rare event that a failure occurs the replacement component is covered by twelve months or the remaining term of the system wide warranty whichever is the longest.
6. Access to installed units both indoor and outdoor must be provided for any warranty work by contractors to be carried out.

System Registration

Registration No. Date Issued.

